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Kevin Sohn

My name is Kevin Sohn. My friends call me Min.

As SRE and Release Manager, my last position involved collaborating with cross-functional teams. I was excited to serve as the point of contact for taking projects from zero to one, building and managing processes such as CI/CD pipelines, cloud infrastructure, containerization, and infrastructure-as-code. The smartphone projects I led as a QA Lead and Audio Test Engineer at Samsung were used by millions of users every day. I currently handle high-profile cases to resolve issues with Kubernetes and containers on Azure.

Areas of Expertise

- AWS | Azure | GCP
- Kubernetes | Containers
- Infrastructure-as-Code | Pulumi
- GitHub Actions | Jenkins | Groovy
- Agile | Jira | Confluence | KPI management
- Scripting | API Testing | Postman | Newman
- QA Automation | Selenium | Robot Framework
- Audio Signal Processing (DSP)
- Post Processing and Audio Editing
- Korean | English fluent

Professional Experience

> Microsoft (contract via Insight Global)

Technical Support Engineer

2024.03 - present

- As a key member of the Rapid Response team, I manage high-profile incidents, resolving complex Kubernetes and container-related issues on Azure while maintaining strict SLA compliance.
- Translating support requests and documentations to ensure the fluid communication between Microsoft and customers in South Korea.
- Collaboration with cross-functional teams to review, investigate and solve the Azure customer technical issues.

> Center ID

Site Reliability Engineer | Release Manager

2020.01 - 2023.11

- Coordinated comprehensive release management, including daily triage, rapid incident response, critical hotfix deployment, and strategic risk mitigation in collaboration with key stakeholders.
- Managed the CI/CD process to support an Agile SDLC, reducing deployment time and increasing uptime.
- Managed AWS resources for a product utilizing microservices, overseeing deliveries, alerts, and monitoring.
- Standardized the development and deployment environments by managing containers.
- Initiated Infrastructure-as-Code using Pulumi.

> Center ID

QA Lead

2016.12 - 2019.12

- Established and defined QA processes and strategies for a fintech SaaS within a full-stack, agile-driven development cycle.
- Developed manual and automated test suites for a React-based web application using Robot Framework and Selenium.
- Built and managed manual and automated testing for iOS and Android mobile applications.
- Automated RESTful API endpoints tests using Postman and JMeter.
- Utilized Sumo Logic and CloudWatch to search through logs using complex queries.

> Cyanogen, Inc

Audio Test Engineer

2015.04 ~ 2016.07

- Established and managed testing documentation for manual testers overseas.
- Established an Audio QA process for Cyanogen OS, focusing on the functionality of in-house and third-party applications, and created both manual and automated testing processes.
- Participated in audio hardware testing; signal interference, noise and test per hardware revision.
- DSP audio quality test through ACDB on core apps such as Dialer, Skype integration, Google Music and etc.

> Samsung Electronics America

Audio Test Lead | Test Lead

2013.01 ~ 2015.05

- Audio Test Lead for various AT&T and T-Mobile Samsung devices to achieve market-ready audio quality - Samsung Galaxy S5 (T-Mobile), Samsung Galaxy Light (T-Mobile), Samsung S4 Zoom (AT&T), Samsung Rugby 4 (AT&T), Samsung S3 Mini (AT&T) and more.
 - Test Lead for Samsung Galaxy S6 Edge for T-Mobile. Focused QA on baseband such as VoLTE, LTE, 3G, 2G SRVCC and handovers, GPS, RF Performance and Audio.
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> En Masse Entertainment

Bilingual QA / Audio QA

2011.12 ~ 2012.08

- Credited for AAA MMORPG title, TERA Online
 - Software, service and hardware compatibility QA for pre/post release of products.
 - Documents and bugs translation, to ensure the fluid communication between US and Korea using JIRA.
 - Audio QA.
 - Composed logo audio for En Masse Entertainment.
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> Google (contract)

Visual Data Specialist

2011.01 ~ 2011.11

- Working as a team to optimize tools and processes, analyze data for errors, and make quick, analytical decisions based on existing policies and procedures for Google Maps.
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> VMC Game Labs (contract)

Bilingual QA in Functional QA

2008.08 ~ 2009.09

- Functional QA in Xbox360 Software Certification lab
- Bilingual QA in English and Korean

Certification

- AWS Certified Cloud Practitioner - 90b63dd7c8eb42d19d9eb54e349ac620
- Microsoft Certified: Azure Fundamentals - 14CE0L-B4F369
- CompTIA A+ - COMP10523975

Publications

- Windows XP for Multimedia and Home Networking (Korean) - ISBN: 89-8397-097-9

Education & Training

- 900 Hours of Audio Engineering Training Program, Professional Audio Production - Los Angeles Film School, Hollywood, CA

Awards

- Best Audio/BGM Award - 2005 Korean Game Developers Summit
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